GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:2977
ANSWERED ON:03.08.2016
Public Services Delivery
Girri Shri Maheish;Godse Shri Hemant Tukaram;Misra Shri Pinaki

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the general public who have to deal with Government departments are not satisfied with the efficiency and behaviour of the Government servants;

(b) if so, whether the Ministry will consider organising training for the Government servants in order to develop and inculcate professional approach in the working of the Government servants;

(c) if so, the details of such programmes; and

(d) the details of complaints received against the inefficient and slow delivery of services provided by the Government departments during the last two years and current year and the number of complaints resolved during the same period?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)
(a): The Department of Administrative Reforms and Public Grievances has created an online Centralized Public Grievance Redress and Monitoring System (CPGRAMS) on which grievances can be lodged from anywhere, anytime by an aggrieved citizen regarding deficiency in public service delivery. Some of the grievances lodged on CPGRAMS could also be due to the petitioner not being satisfied with the efficiency or behaviour of the Government servants.
(b) & (c): Development of professional, impartial and efficient civil service, which is responsive to the need of the citizen is the objective of the National Training Policy adopted in the year April 1996 and reviewed in the year 2012.
Some of the key initiatives under the National Training Policy are Mid Career Training Programme (MCTP) for IAS officers to handle the next higher level of responsibilities, Domestic Funding of Foreign Training (DFFT) to upgrade the knowledge and skills of IAS, CSS, State Civil Services and Group 'A' Officers working under the Central Staffing Scheme, long term domestic post graduate programme to enhance the competence of mid career civil servants, Advanced Professional Programme in Public Administration (APPPA) to prepare the senior civil servants for better governance with focus on citizen services and on the job in house one hour weekly training for better skill and efficiency in dealing with the demands of work place.
Contdâ€¦.2/-

(d): As per data available in CPGRAMS, the grievances received and disposed including grievances for inefficient and slow delivery of services by the Government of India Organizations during the last two years and current year up to 28.7.2016 is given below:

Year	Received	Disposed
2014	270413	263563
2015	879184	769633
2016	584270	626474

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